

# DRAFT VERSION

## lowAccess Project Plan

Project	13 -- Integrated MIS for Human Services
Project Lead(s)	Pat Brockett, Dave Gannon
Project Budget	\$560,000

### Mission Statement

Implementation of an integrated, locally accessible information system that would provide lowan's information and enrollment access on community resources while creating a database on demographics and service profiles of system users.

### Needs Statement

Consumers need a way to navigate a community's resources that is less confusing, more convenient, and allows anonymity if desired.

Providers need a more efficient, timely way to communicate accurate, current information on available services to citizens.

Communities need accurate information on the array of services available.

### Problem Statement

lowans needing access to or information about state, county, or city community resources aren't always able to access them due to language, location, lack of knowledge of service availability, transportation, limited opportunity to obtain service during available provider hours.

Providers don't always have access to accurate information about the array of services that would enable better planning, reduce duplication, and allow coordination of services to the individuals and families they serve.

### Establish the Project Scope

## Project Purpose

To pilot a computerized, consumer-friendly information and referral and limited enrollment system that would provide all members of the community with direct, private, and anonymous access to information about community resources, and the limited ability to enroll for services from an array of sites in the community.

## Project Parameters

- The system will be operational in at least 1 "regional" site
- The system must be replicable
- The system will include a comprehensive information and referral component
- Citizens will have direct access to the information and referral component
- System will be designed to interface with other existing statewide systems' hardware and software
- The system will allow the ability to apply for services (dialing for appointment, indicate what documentation must be brought, the length of the appointment, and the wait time). The application document information will be transferred to the agency by fax or directly into their system.
- The system will provide limited eligibility information and determination
- The system will have the ability to collect demographic data on users

## Steps in the Process

- Vendor RFI issued by June 30
- Community RFI issued by June 30
- Vendor RFI's due July 31

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- Community RFI's due August 15
- Vendor selected by September 10
- Community selected by September 10
- Community selects locations for access points by December 1
- Implementation begun by January 1
- Information gathered for information and referral database by January
- Information entered into information and referral database by March 1
- Hardware at site by April 1
- Information and Referral System available to citizens by April 1
- Self application and limited eligibility determination for at least one agency operational by July 1
- Final report submitted by September 1

### Resources Needed to Proceed with Project

- Vendor to build system
- Site to locate system
- Hosting community or area (preference given to existing collaboratives)
- Commitment by a state agency to commit resources necessary to work with the vendor to build a compatible system to support citizen self application and limited eligibility determination.
  - Resources necessary might include IT and business/program staff, and funds

### Broad Timeline for Project

- Community and Vendor RFI's issued by June 30
- Community and Vendor selected by September 10

- Implementation begun by January 1
- Information and Referral portion operational by April 1
- Self application and limited eligibility determination operational by July 1
- Final report submitted by September 1

## Target Population

- All Iowans with needs for community resources
- Community resource providers (public and private)
- Business human resources offices
- Information and referral programs
- State and local human services planners

## Determine Project Goals

### Goals

To build a system that includes comprehensive information and referral on community services, and partial self application and eligibility determination that is available to citizens by July 1, 1998.

To include the following types of services in the information and referral database: child/dependent care, health and mental health care, housing, transportation, federal benefit programs, public and privately provided human services.

To increase usage of the system over time, from July 1 - September 1, 1998.

To increase consumer satisfaction with information available on community resources and with self application and limited eligibility determination.

To increase provider satisfaction with information available on community resources and with self application and limited eligibility determination.

The system will provide at least one link with a state agency, allowing for self application and limited eligibility determination.

To increase self applications over time, from July 1 - September 1, 1998.

The system usage information will support and help determine community identified goals and planning.

### Develop the Means of Evaluating the Project

- Timely project completion will indicate success
- Monitor usage of the system
- Measure consumer satisfaction through a simple survey built into the system
- Measure provider satisfaction with the system through a simple survey conducted by the selected community or area
- Measure worker time required to enroll a new consumer via the new system versus the current system

### Determine How the Project Team will Address Privacy and Security Issues in the Project Design

- Privacy and security are not issues that need to be addressed with the information and referral portion of the system
- Vendors will be expected to address issues of security and privacy for the self application and eligibility determination portion of the system. Selection of the vendor will be partially based on the manner in which they will address these issues.

### Determine Approaches to Public Education About the Project

The community selected to host this pilot will be expected to include a public awareness campaign relating to the service

Recommendation: The steering committee will issue a press release to all media in the community / area selected to pilot the system.

### Determine Project Benefits

- Citizens will have anonymous, more convenient access to services
- Communities will have “actual” information on consumers need areas rather than the communities’ perceptions of the need areas
- The pilot community will have an up-to-date, comprehensive, and cost effective listing of available community resources
- The information and referral database will provide the basis for a complete directory of community resources to be developed through another means (paper copy)
- Citizens will be provided additional access points for information and enrollment of services
- Language barriers experienced by some consumers will be addressed
- Data obtained from users of the system will provide valuable information to community planners

### Determine Possible Means of Sustainability of the Project

#### Sustaining the Pilot

- Create a paper copy of the directory
  - Sell the paper directory
  - Fundraise / solicit advertisements for the paper directory
- Consider user fees for providers and consumers
- The pilot community will be required to update the system, as well as provide for ongoing care and maintenance

#### Replication

- Grants
- Appropriations

- Donations
- Funds generated from other projects to fund replication of this project, or other state revenue sources